



aircharge®

How To: Installing a Data Gateway

Introduction

This guide will demonstrate the correct process to install an Aircharge Data Gateway.



Components

Cellular
Antenna



Bluetooth
Antenna



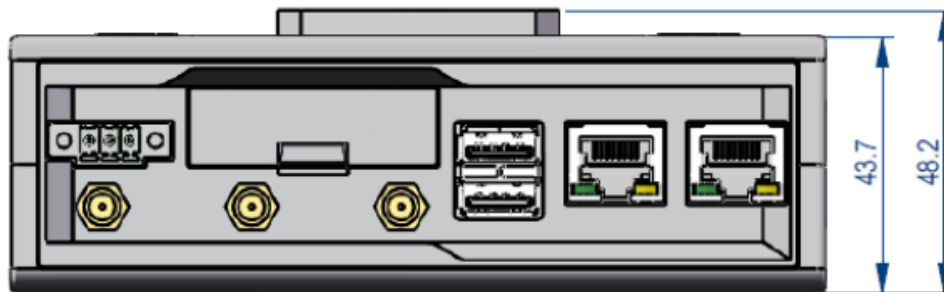
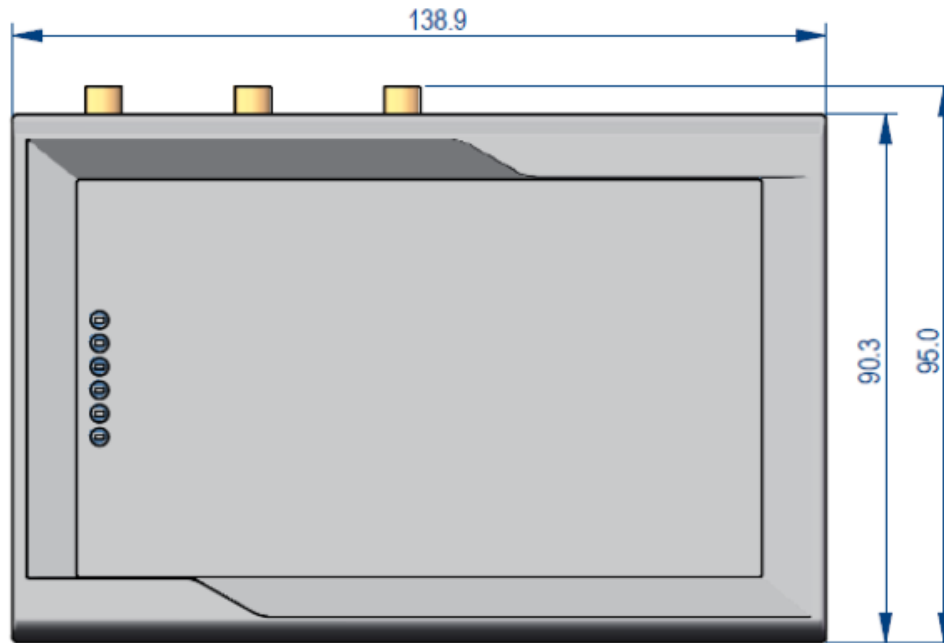
Data Gateway



Power
Supply

DANGER
DO NOT UNPLUG
24HR DATA TRANSFER

Dimensions



Connecting Antennas



The antennas need to be fitted to the Data Gateway.

The *Bluetooth Antenna* will always need to be connected.

If the Gateway is provisioned for a Mobile Data connection (the default), then the *Cellular Antenna* will be required.

If the gateway has been configured for Wi-Fi or Ethernet, then the *Cellular Antenna* will not be required.

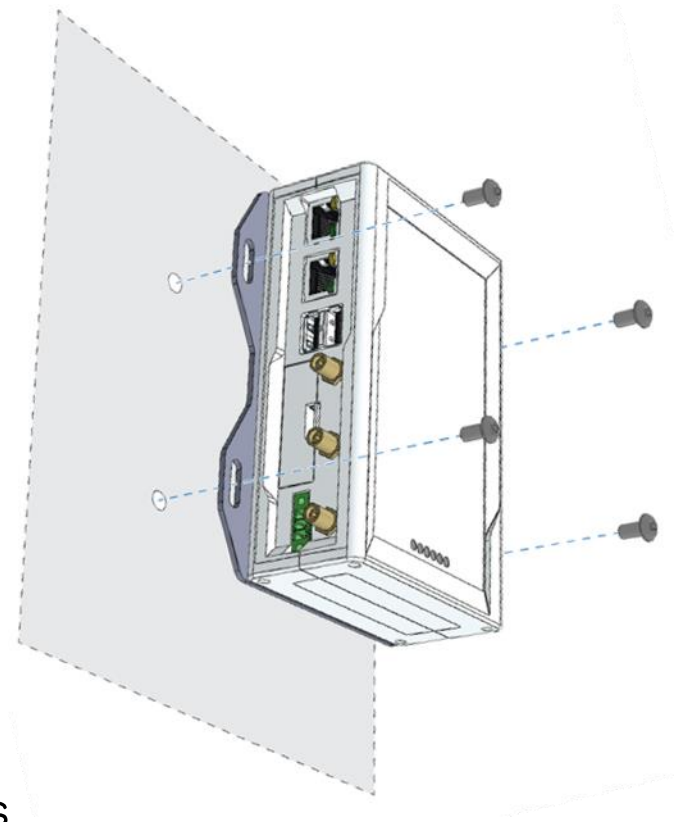
Positioning

The Data Gateway needs to be positioned within a range of 20 meters of the Surface Chargers, If a greater area of coverage is required, then two or more Data Gateways may be required.

Choosing the correct location for the device is important. Certain materials such as Metal and Concrete can block the Bluetooth and cellular signals needed for the gateway to communicate with the chargers and Aircharge's Servers.

The chosen location will also need to have a mains power socket and be accessible to staff in the event of maintenance, but not to the general public.

If you cannot find a suitable location, please raise this to Aircharge and we can assist.



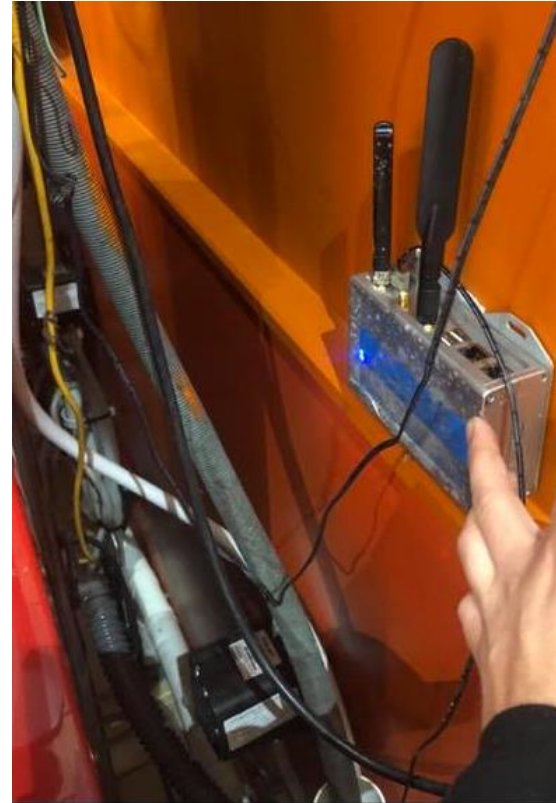
Positioning

Do



- ✓ Fix to a wall, table or other surface
- ✓ Tidy cables using appropriate trunking, housing, etc
- ✓ Elevate away from floor
- ✓ Avoid allowing public access to the Gateway or power supply
- ✓ Contact Aircharge Data Services to conduct a signal test before fixing in place

Don't



- × Place behind large metal objects that could block signal
- × Install gateway in a location that could suffer from water ingress
- × Leave the gateway in a location where the general public can easily access it
- × Allow customer to install the Data Gateway themselves

Power

Connect the Data Gateway power supply, ensuring that the connector is firmly in place.

Connecting the plug to a standard mains outlet will power on the device.



Activation

The once plugged in, *Power* will display a solid blue light. The gateway will then begin to provision itself. This process will normally take 5-10 minutes.

The *Cellular* light will continue to flash yellow, and once the provisioning process is complete, one of the *User* lights should also display a solid yellow.

At this point, you should contact Aircharge Support to have them confirm that the gateway is online, if the chargers have already been installed and are on, Aircharge Support should be able to confirm this.

If the chargers are not yet installed, then you will need to contact support again before completing the installation, to ensure that everything is reporting as '*Online*'.



Aircharge Data Services Support:

01235 773760

This number is only monitored during standard working hours:

9am-5pm, Mon-Fri

UK Time (BST, GMT)

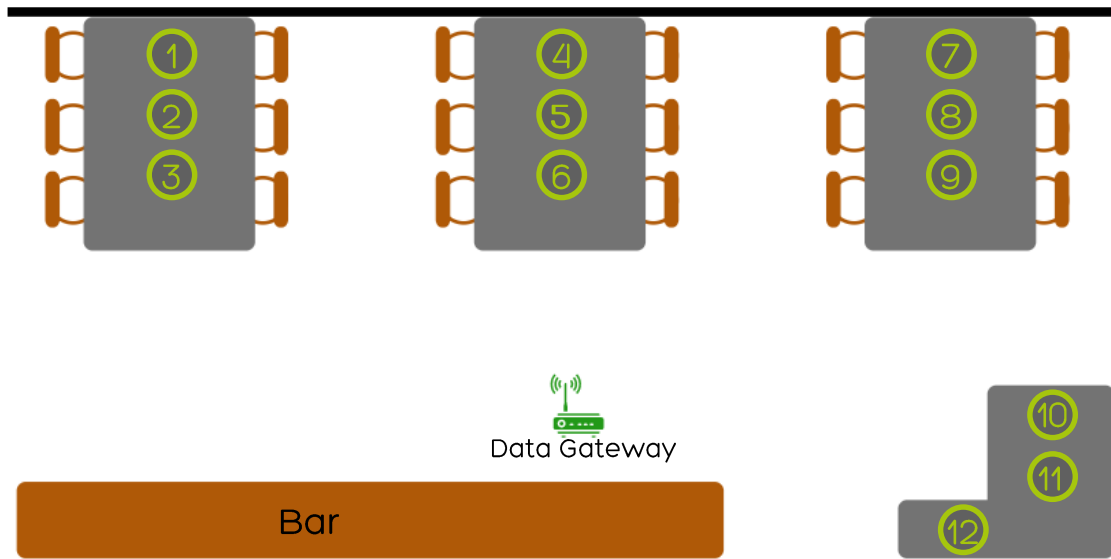
Out of hours contact only by prior arrangement.

Activation

The final stage of the installation requires that you markup the floorplan with the locations of each charger by the IDs printed on the underside, as well as the location of the Data Gateway.

If you have not been provided with a floorplan prior to the installation, a hand drawing will suffice. If producing a hand drawing, please ensure that this is as accurate as possible and provides a reference to direction of the tables in relation to doors, windows, other furniture, etc.

This document will then need to be provided to the Aircharge Projects Team upon completion of the installation.



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